



**North Carolina Department of Health and Human Services  
Division of Medical Assistance  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Michael Watson, Director, DMA  
Jim Jarrard, Director, DMH/DD/SAS

**Department Waiver Advisory Committee Agenda (DWAC)**

July 24, 2012, Tuesday, 1:00 PM – 3:00 PM  
McKimmon Center, NCSU, Raleigh  
Meet Me Number 1-888-273-3658; Access Code: 2490768#  
(number used for excused absent committee members)

**Welcome & Approval of Minutes** 1:00 - 1:05

Minutes...

Chair Housekeeping Items.... Comments / Reflection on Steve Jordan

**Presentation / Updates:** 1:05 – 2:25

*PRESENTATIONS:*

- *Supports Needs Matrix and Resource Allocation* 45 minutes  
*John Agosta, Vice President, HSRI*  
*Jon Fortune, Senior Research Specialist*  
*Lilia Teninty, Senior Policy Specialist*
- *Complaints and Grievance Process* 45 minutes  
*for DMHDDSAS and LME-MCO system*  
*Kelly Crosbie, DMA, Behavioral Health Section Chief*  
*Glenda Stokes, DMHDDSAS, Customer Services & Community Rights Team Leader.*

**Agenda Items for Next Month:** 2:25 – 2:30

*Care Coordination Transition*  
*Supports Intensity Scale, DDTI staff*  
*LME-MCO Quarterly Dashboard Report, DMA / DMHDDSAS Staff*

**Public Comment Period** 2:30 – 3:00

Meeting Adjourned

**Next Meeting: August 28, 2012, Tuesday, 1:00 PM – 3:00 PM**

